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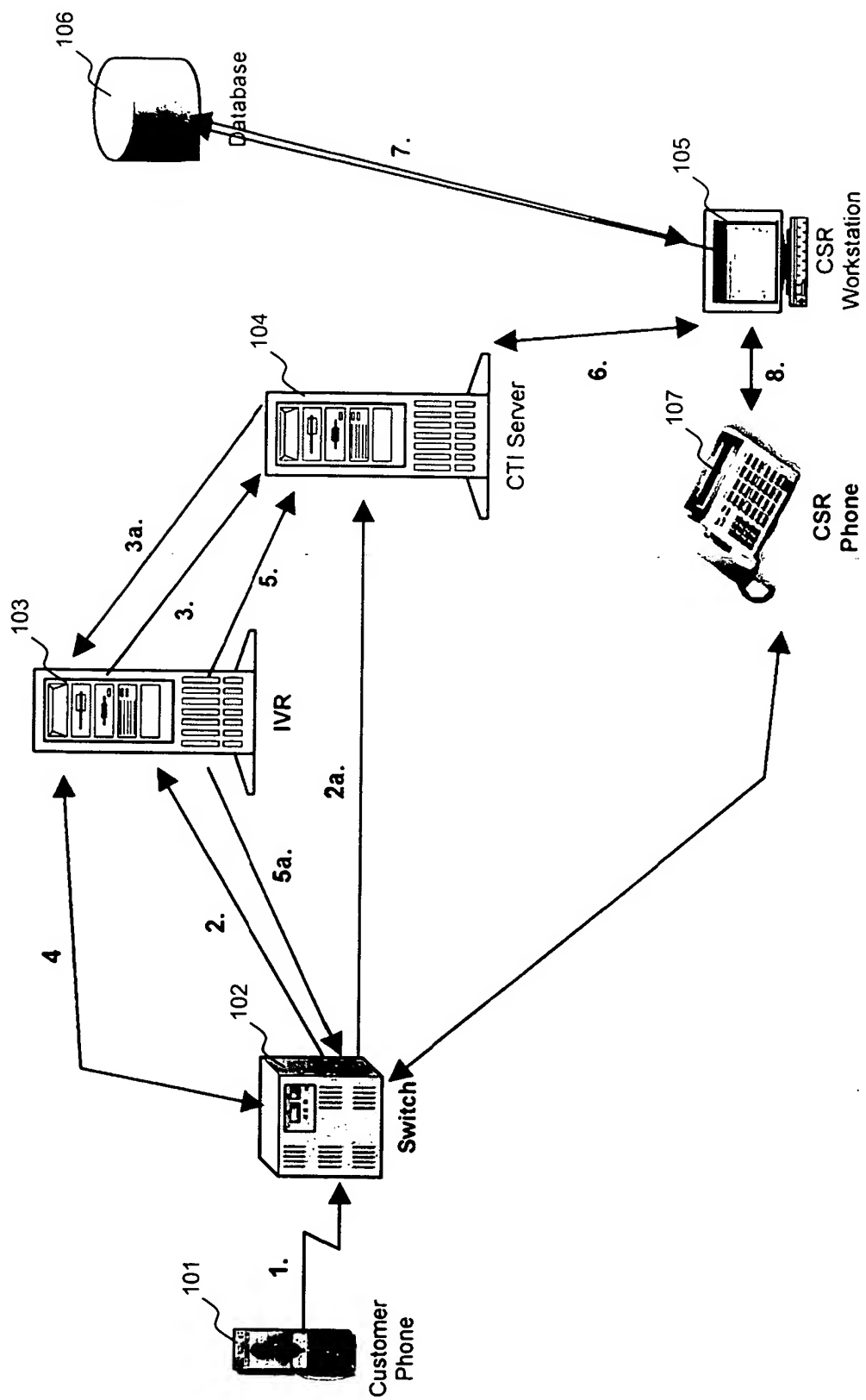


Figure 1

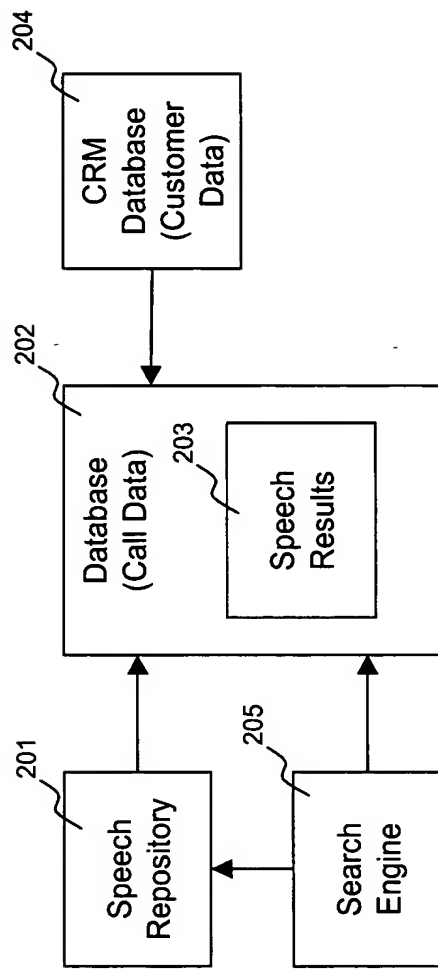


Figure 2

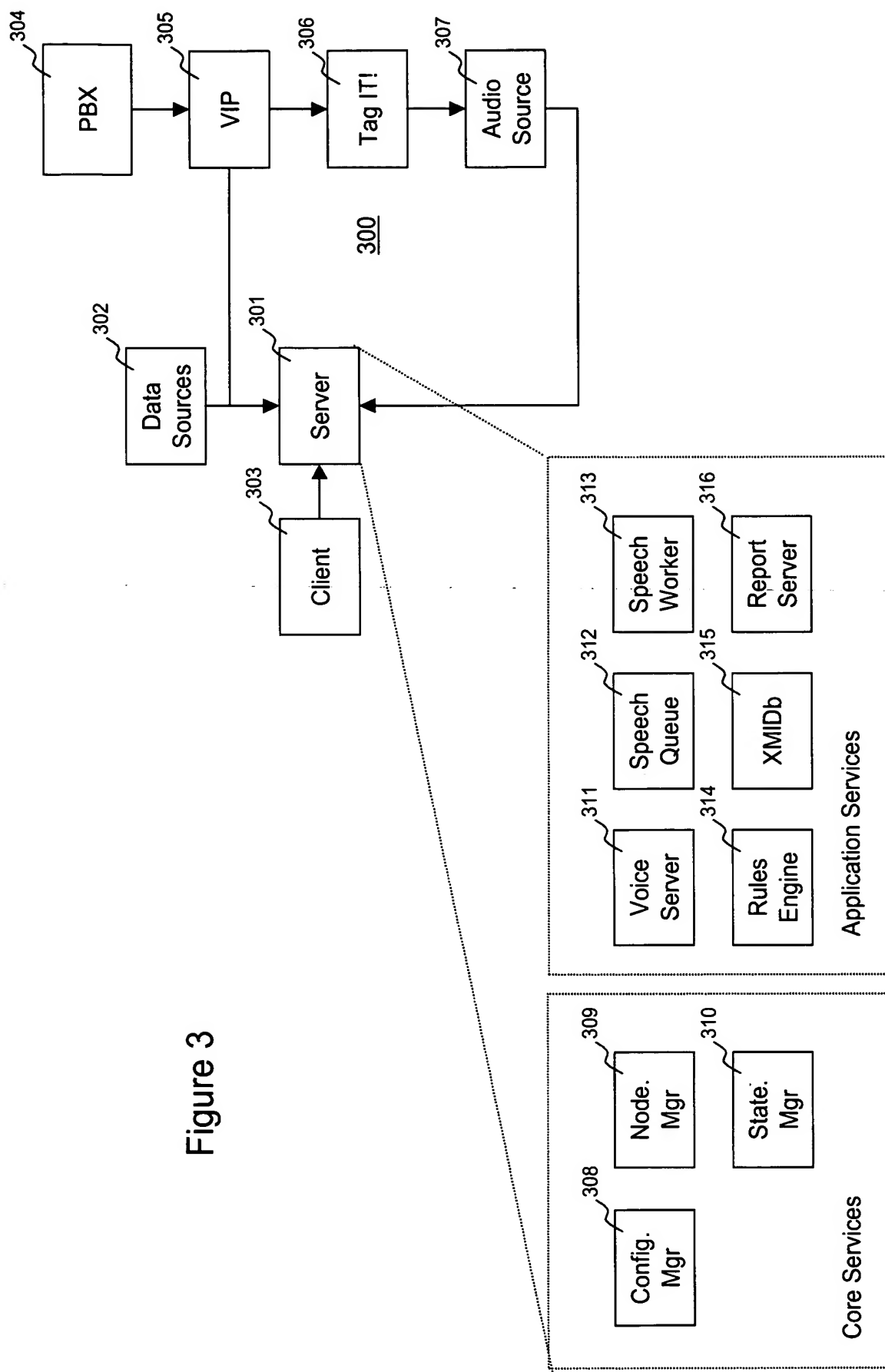


Figure 3

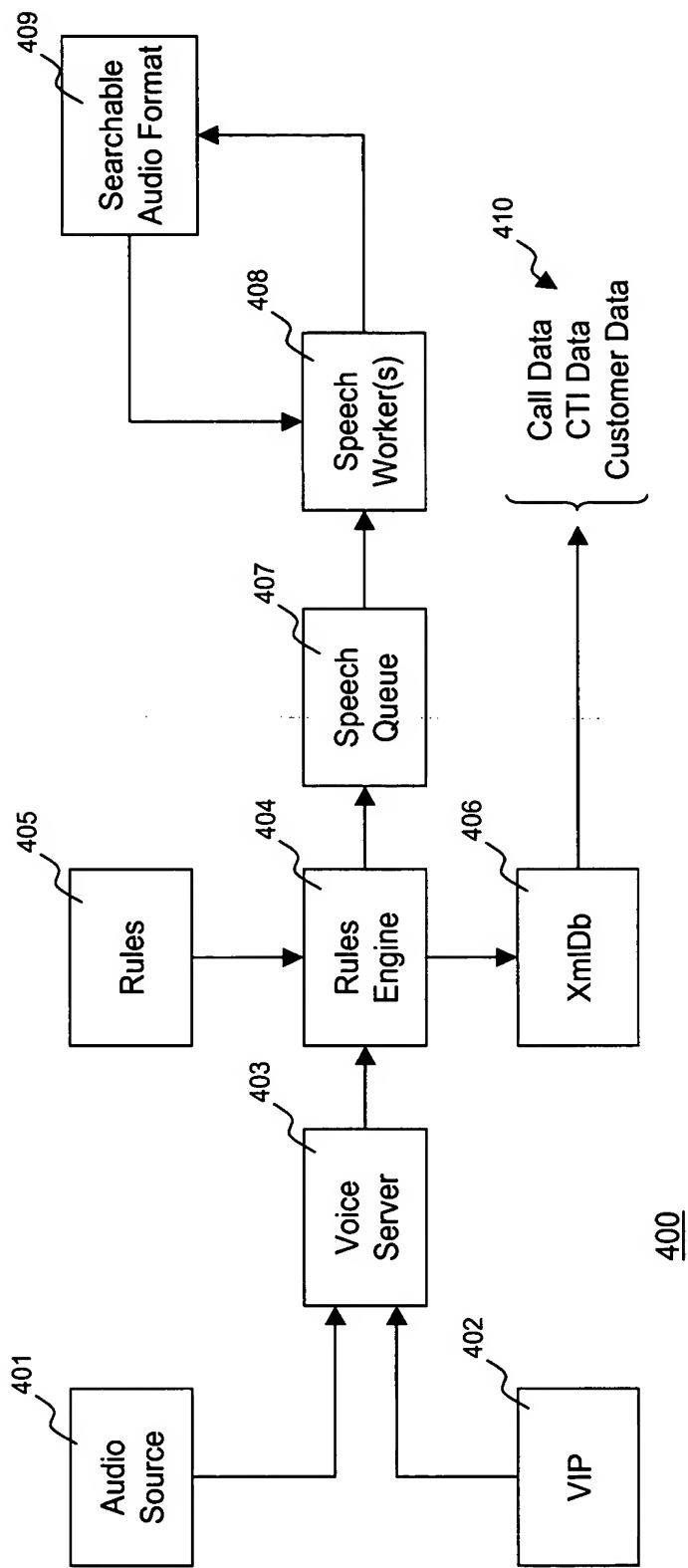


Figure 4

# Application Manager

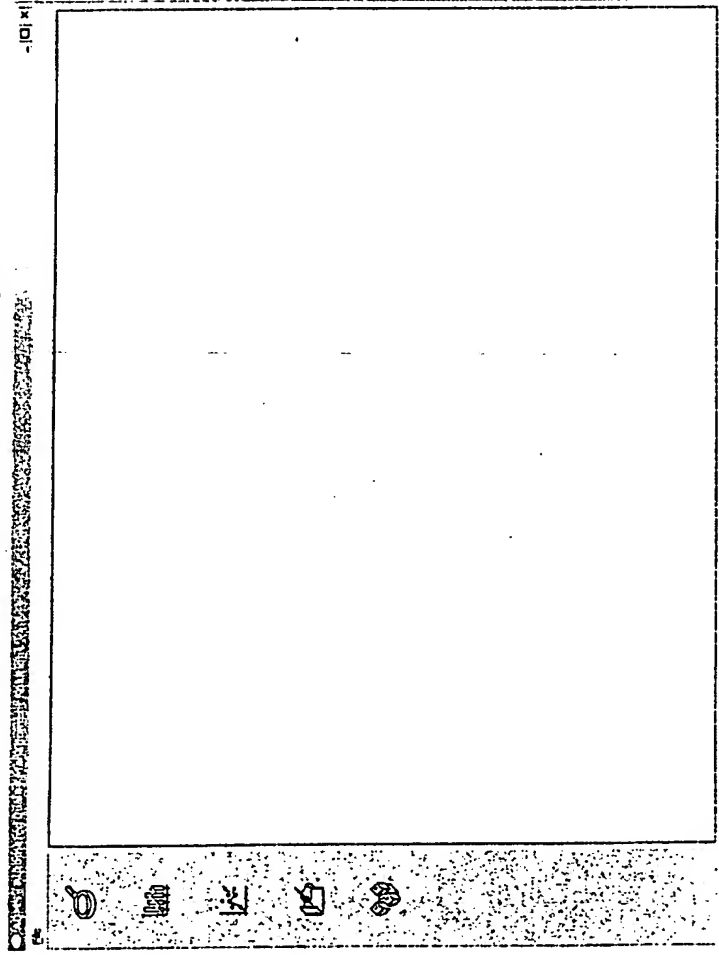


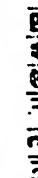
Figure 5



**Spot!!!**  
- **All Channels**

4121  
4122  
4123  
4124  
4125

# The



॥ श्रीगणेशाय नमः ॥

Call ID	Repository ID	Queue#	Time	Priority	Fwd
157680	bgspe-c@10.2.100.195	4121	3/12/2002 10:52:34 AM	2	You need Manager
157681	bgspe-c@10.2.100.195	4121	3/12/2002 9:21:15 PM	1	You need Lobby Cal
157686	bgspe-c@10.2.100.195	4121	3/12/2002 9:23:14 PM	2	You need Manager
157685	bgspe-c@10.2.100.195	4121	3/12/2002 9:22:31 PM	2	You need Manager
157684	bgspe-c@10.2.100.195	4121	3/12/2002 9:15:21 PM	1	You need Lobby Cal
157683	bgspe-c@10.2.100.195	4121	3/12/2002 9:14:03 PM	1	You need Lobby Cal
157680	bgspe-c@10.2.100.195	4121	3/12/2002 9:13:47 PM	3	You need Lobby Cal

Call ID	Records ID	Queue	Start Time	End Time	State
151660	log@e@10 2:00:15	412	3/12/2002 10:43:13 AM	3/12/2002 10:43:24 AM	Handled
151671	log@e@10 2:00:15	412	3/12/2002 5:21:18 AM	3/12/2002 5:22:05 AM	
151673	log@e@10 2:00:15	412	3/12/2002 4:46:35 AM	3/12/2002 4:46:51 AM	
151677	log@e@10 2:00:15	412	3/12/2002 4:05:29 AM	3/12/2002 4:05:39 AM	
151686	log@e@10 2:00:15	412	3/12/2002 4:02:15 AM	3/12/2002 4:02:29 AM	
151685	log@e@10 2:00:15	412	3/12/2002 3:58:27 AM	3/12/2002 4:02:17 AM	
151683	log@e@10 2:00:15	412	3/12/2002 3:22:49 AM	3/12/2002 3:28:26 AM	

Call ID	Record ID	Score	Ch#4	Phone	Remarks
AA 151628	lppm@10.2.110.155	0.055566	00.00.01.49		
AA 151616	lppm@10.2.110.155	0.055256	00.10.09.38		laby cal
AA 151616	lppm@10.2.110.155	0.0482	00.10.07.67		no reply
AA 151615	lppm@10.2.110.155	0.023112	00.10.07.25		no reply
AA 151614	lppm@10.2.110.155	0.056054	00.10.09.72		laby cal
AA 151613	lppm@10.2.110.155	0.055669	00.10.10.26		laby cal

**Dir:**

☐ Online  
☐ Busy

## Figure 6





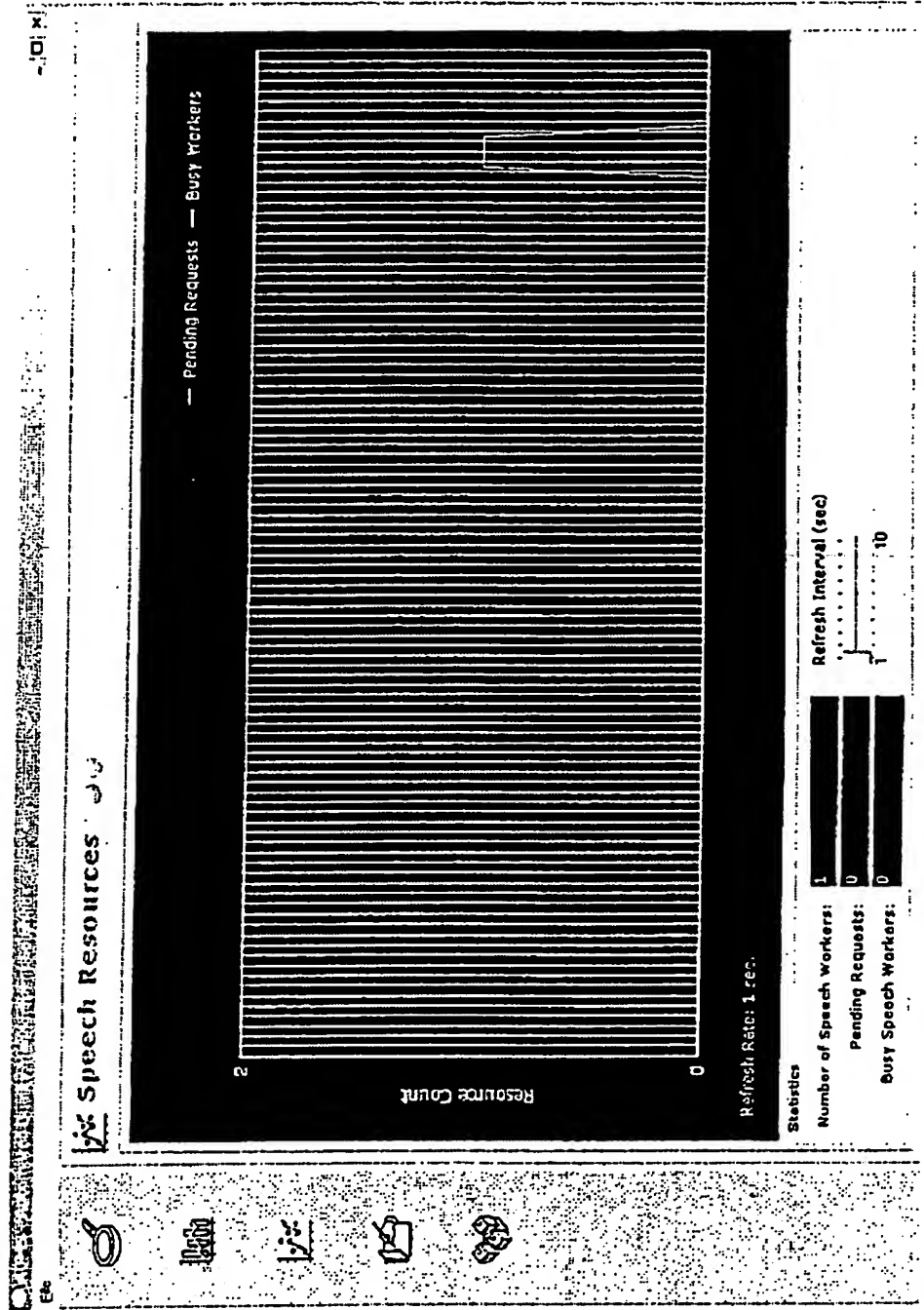


Figure 8

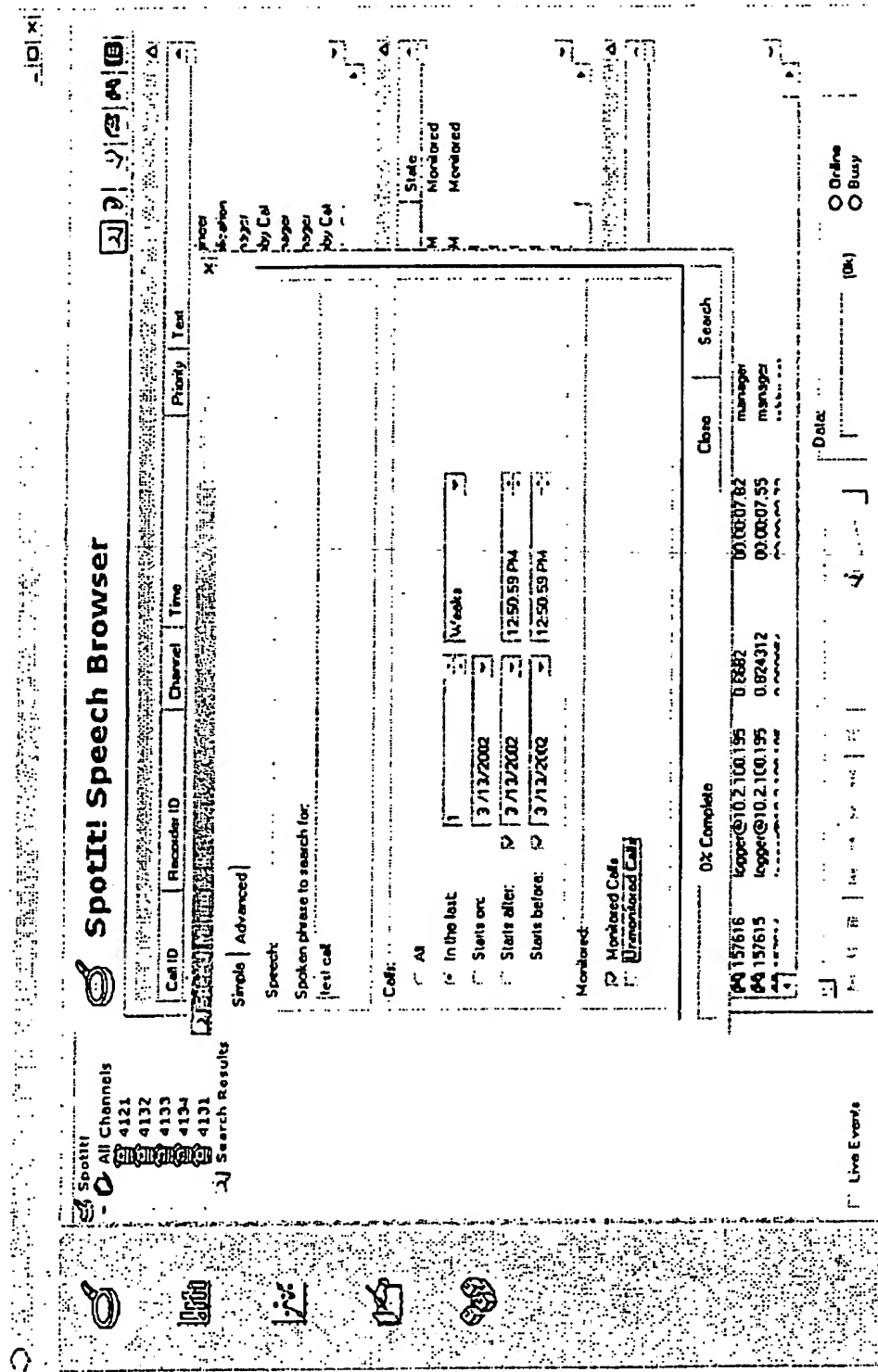


Figure 9

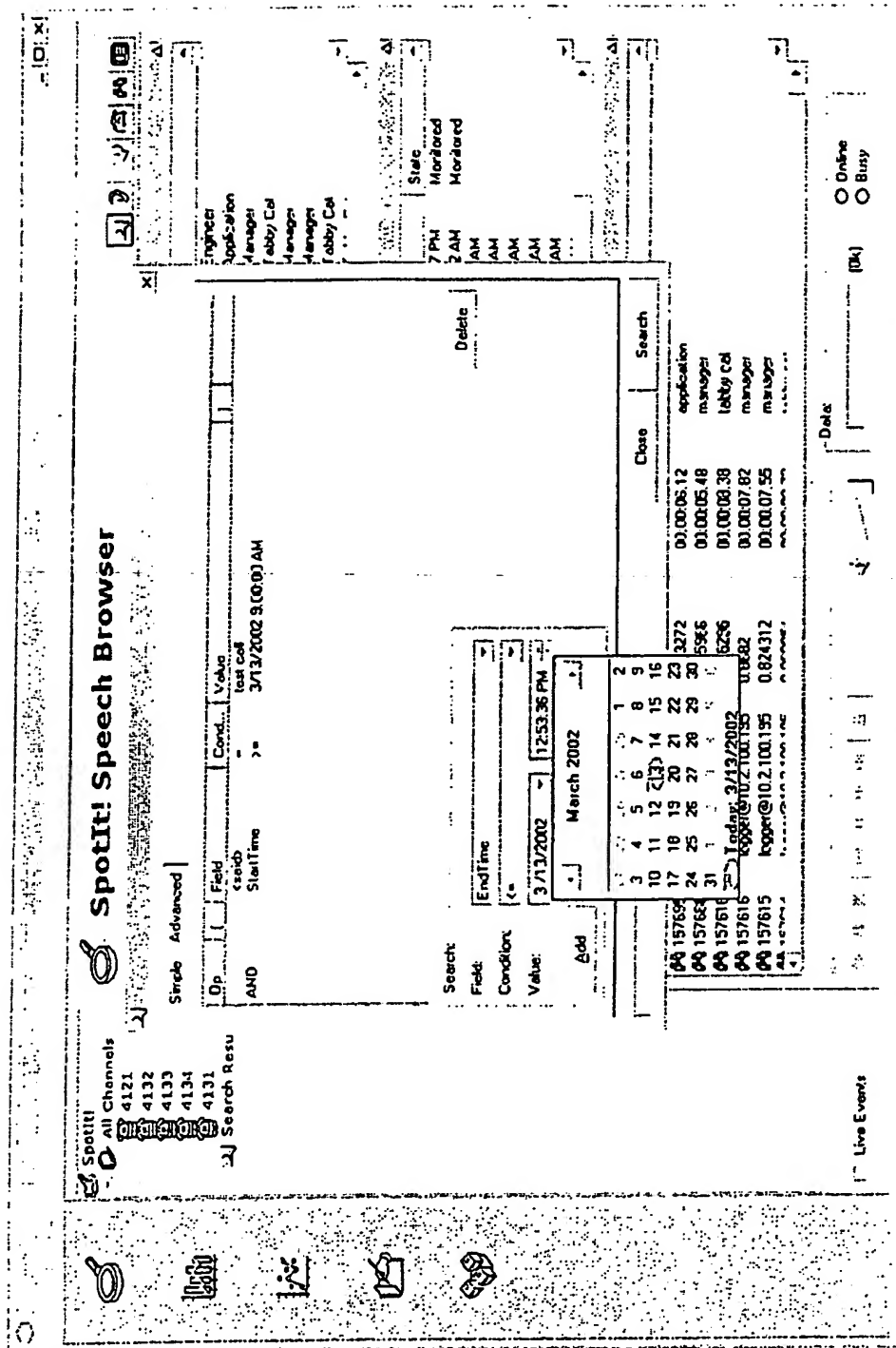


Figure 10

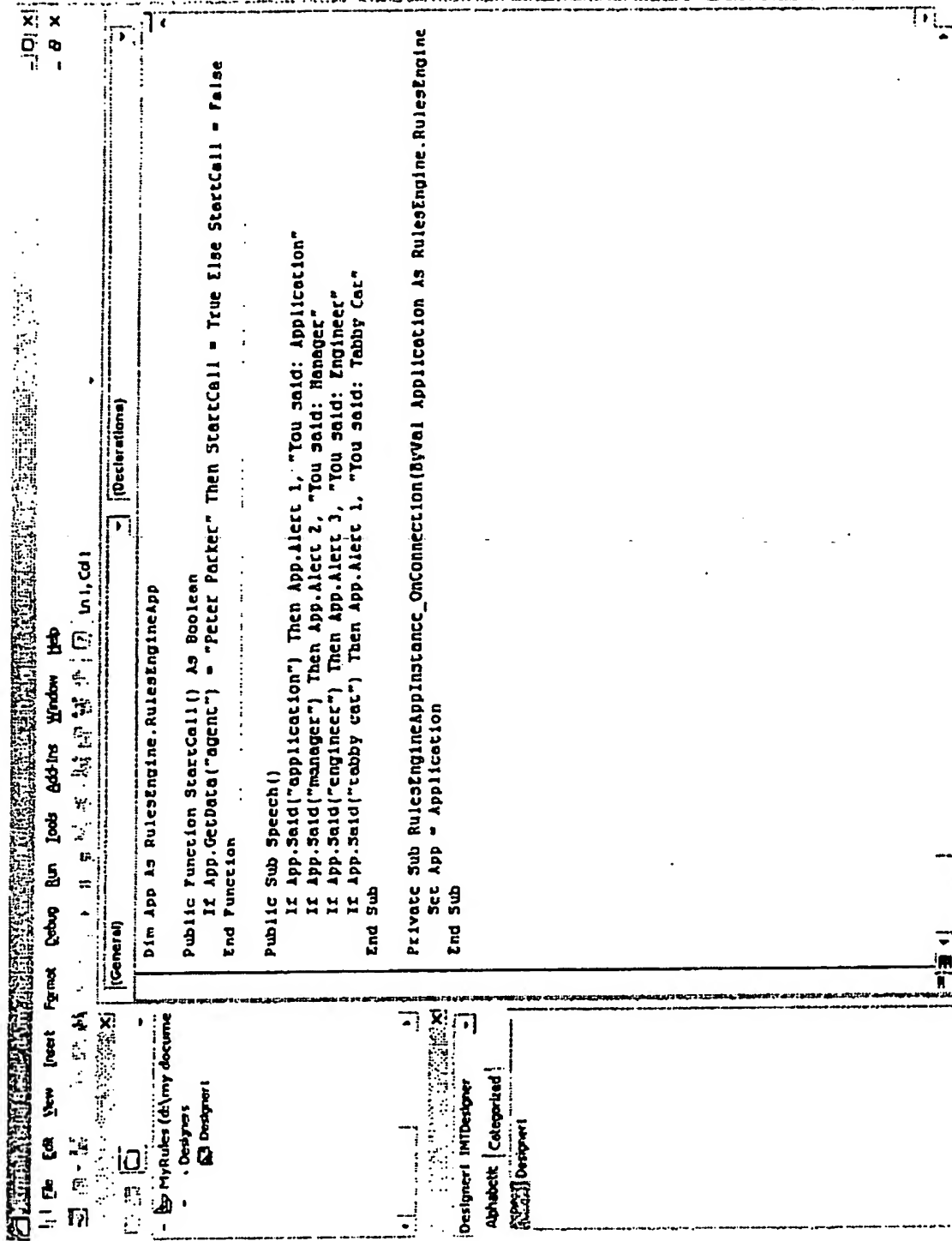


Figure 11

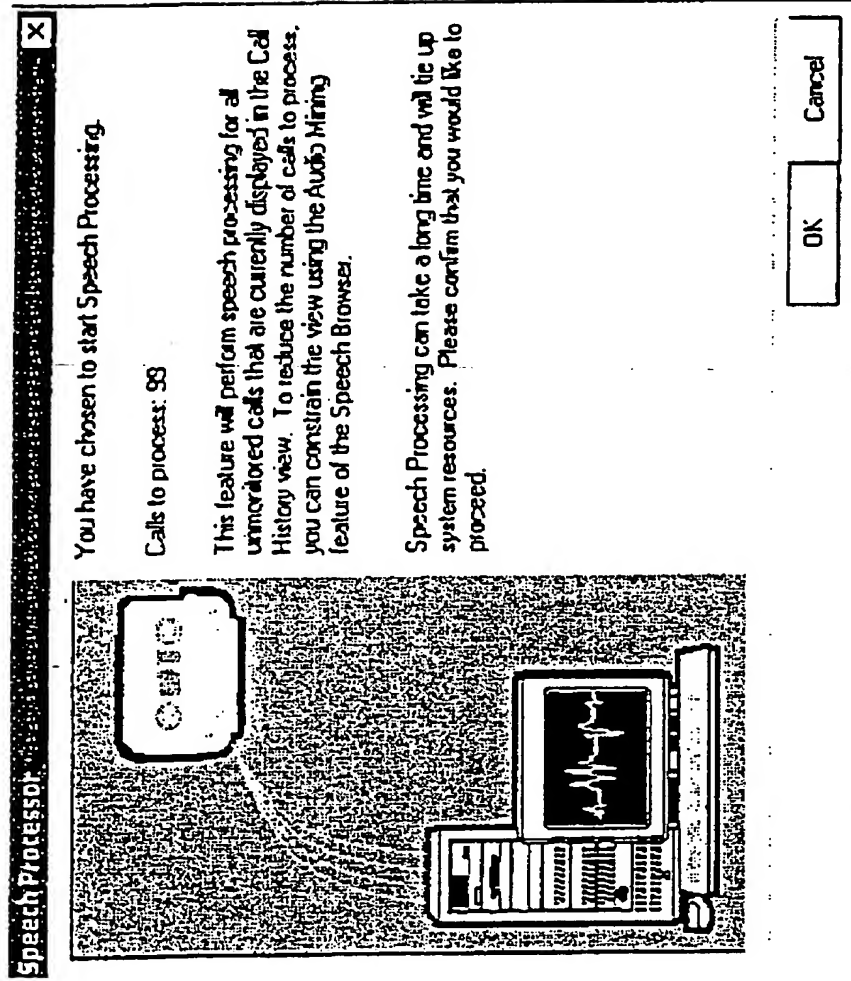


Figure 12

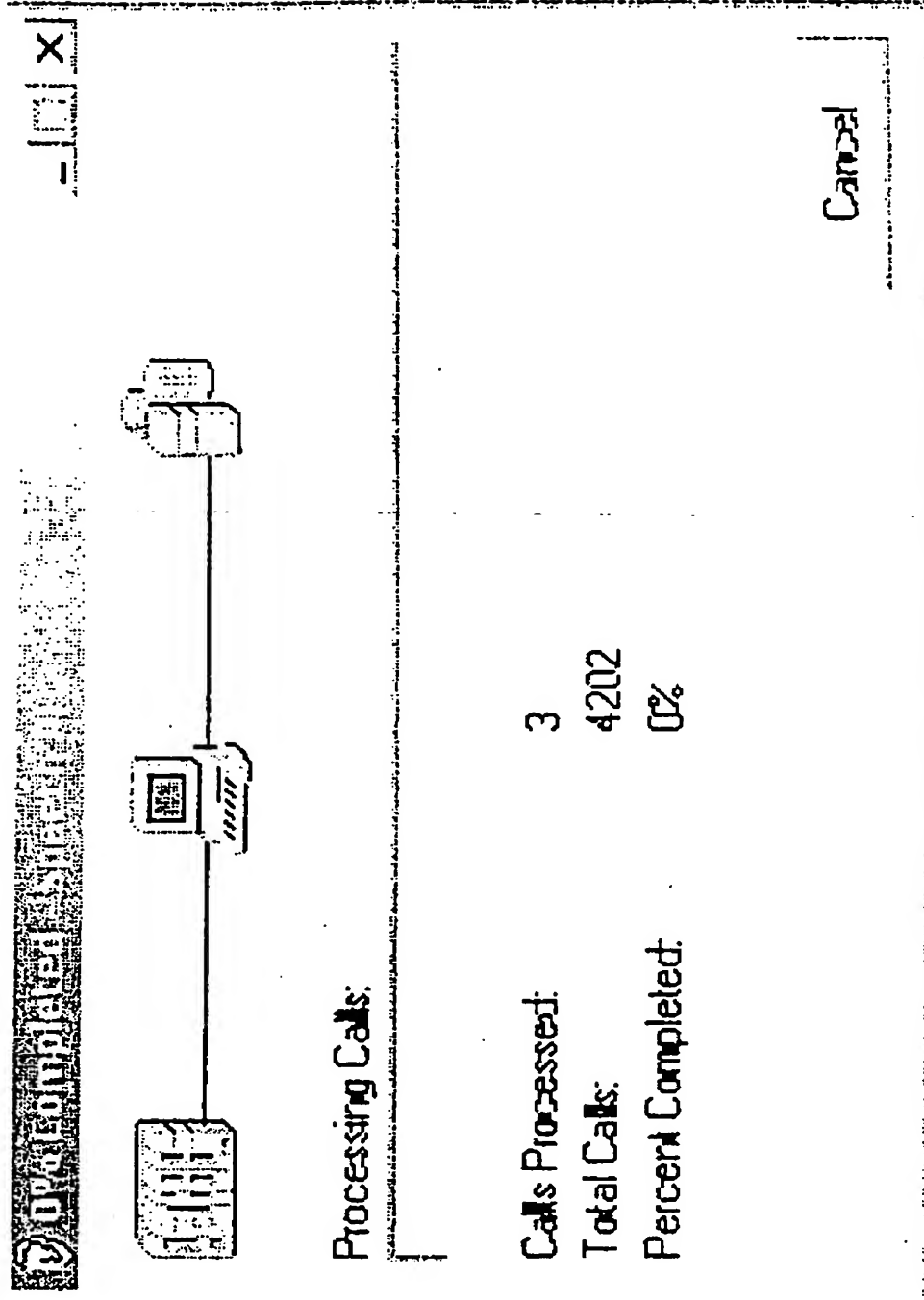


Figure 13

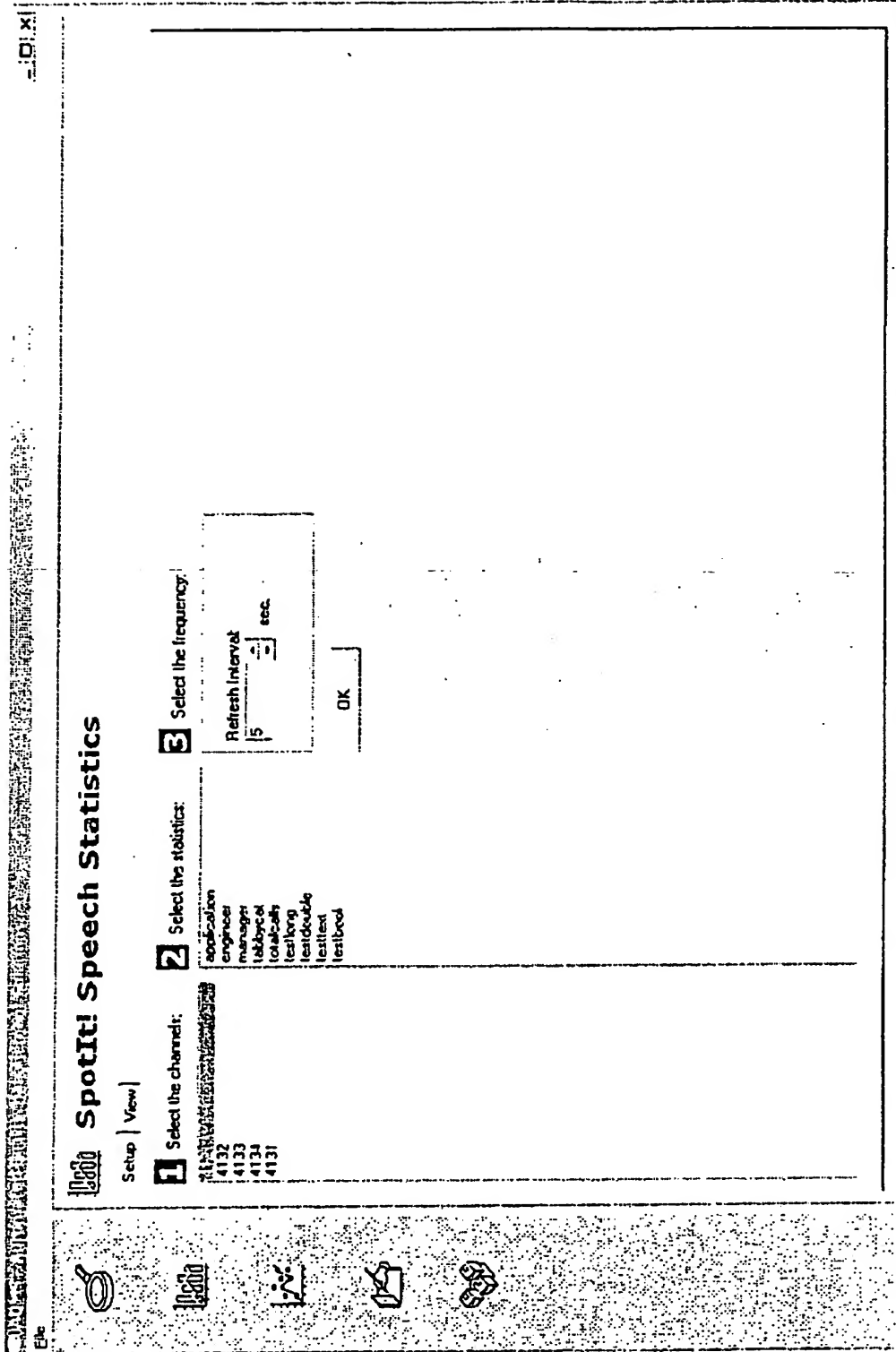


Figure 14

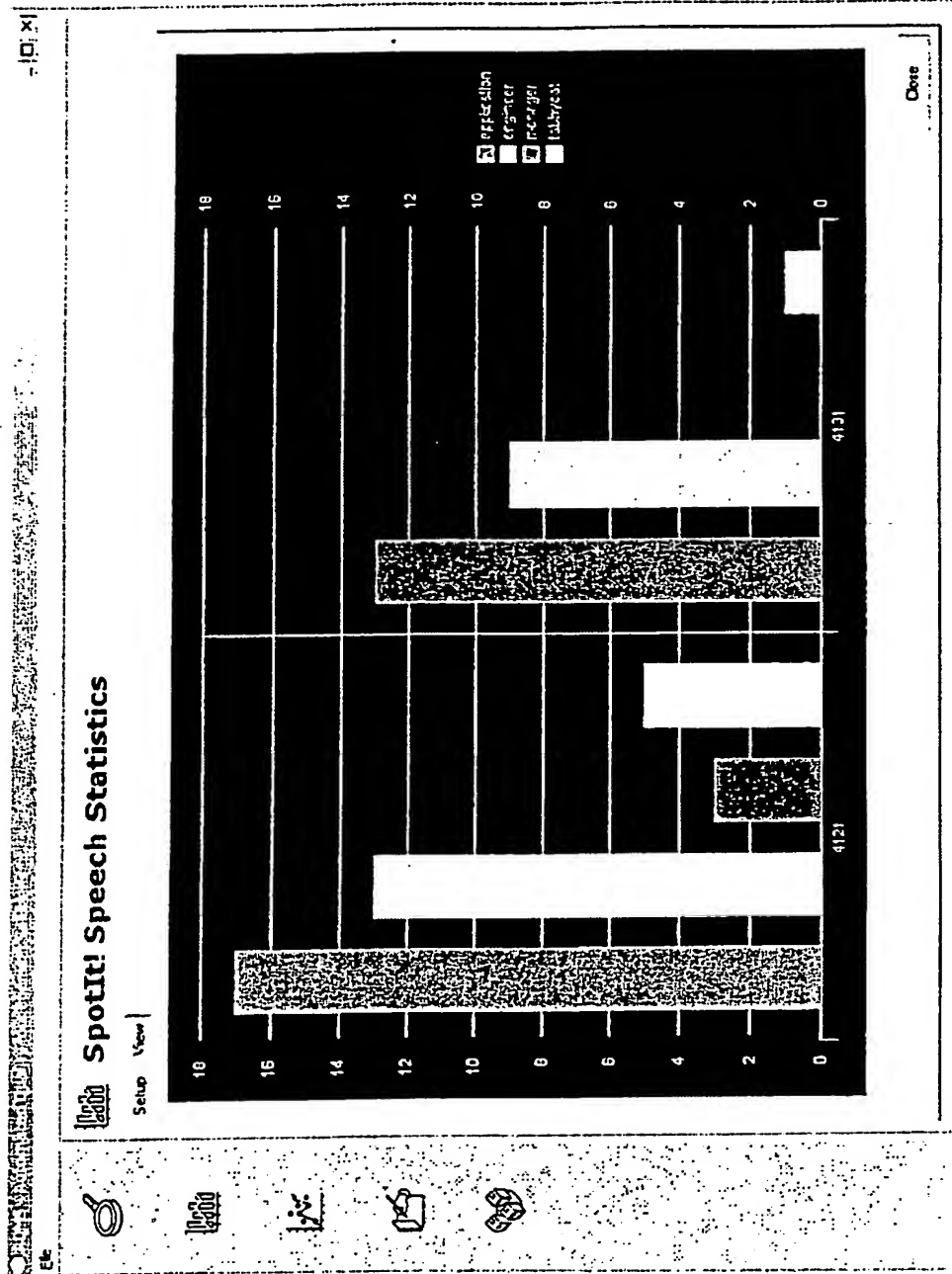


Figure 15



AppManager: WhiteSpot11

File Web

# Speech Reports

Setup

Select Report

Summary Database Report  
08/10/2012 12:53:33  
Channel Summary Report

Select Recorder

08/10/2012 10:11:37

Report Criteria

Code: ☐ All ☒ In the last ☐ Starts on ☐ Starts after ☐ Starts before

24 10/17/2012 10/17/2012 11:53:12 PM 11:53:12 PM

Host

Channel: ☐ All ☐ Channel

Run Report

Figure 16

Page 10

Channel	Calls	Stats	Total	Score
4121	7	11	28	36

Call ID	Start Time	End Time
500001	5/7/02 4:10:50PM	5/7/02 4:12:00PM

Student	Score
Proper Option	1
DOB confirm 21	1
Where get memo	0
Where	0
Where	1
Where	1
Telephone	0
Feature Contact	1
Very Info	1
Agropolis Hold	0
Concert Survey	0
Thank Customer	1

Call ID	Start Time	End Time
900030	5/17/02 4:10:58PM	5/17/02 4:12:00PM

Project	Openings	Severe
QOC-Caden 21	1	
Thurs get into	0	
Nara	0	
ABOM 19	0	
Telephone	0	
Future Carlist	0	
Vault	0	
Vault	0	
Assemble Hold	0	
Conduct Survey	0	
Threat Customer	0	

Call ID	Start Time	End Time
300031	5/17/2007 4:10:50PM	5/17/2007 4:12:00PM

Statistic	Score
Please Openings	1
DOBC system 11	1
Where get funds	0
elbow	0
Address	0
Telephone	0
Phone Contact	0
Verify info	0
Applicants Had	0
Contact Survey	0
Thank Customer	0

## Figure 17

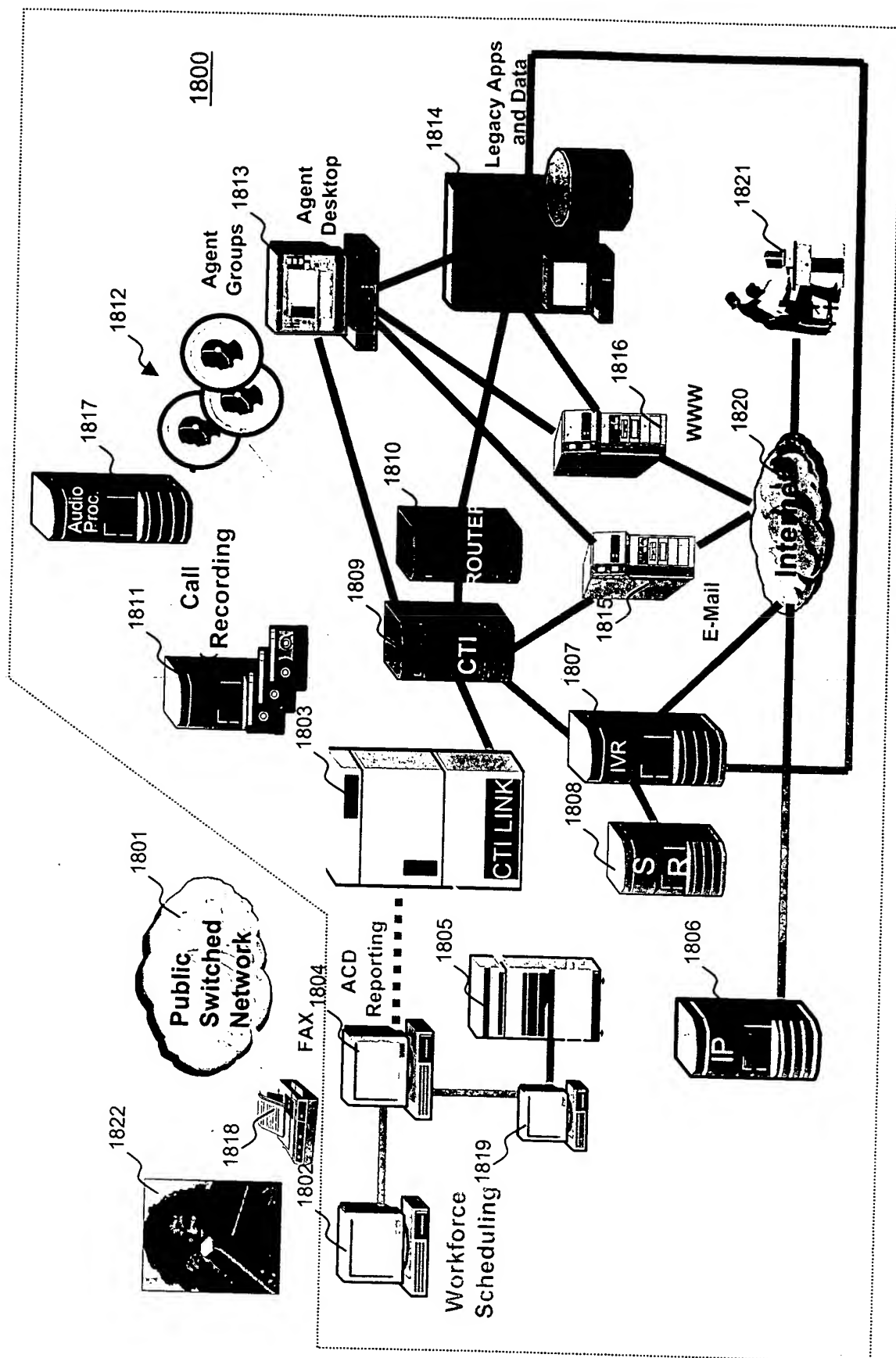


Figure 18

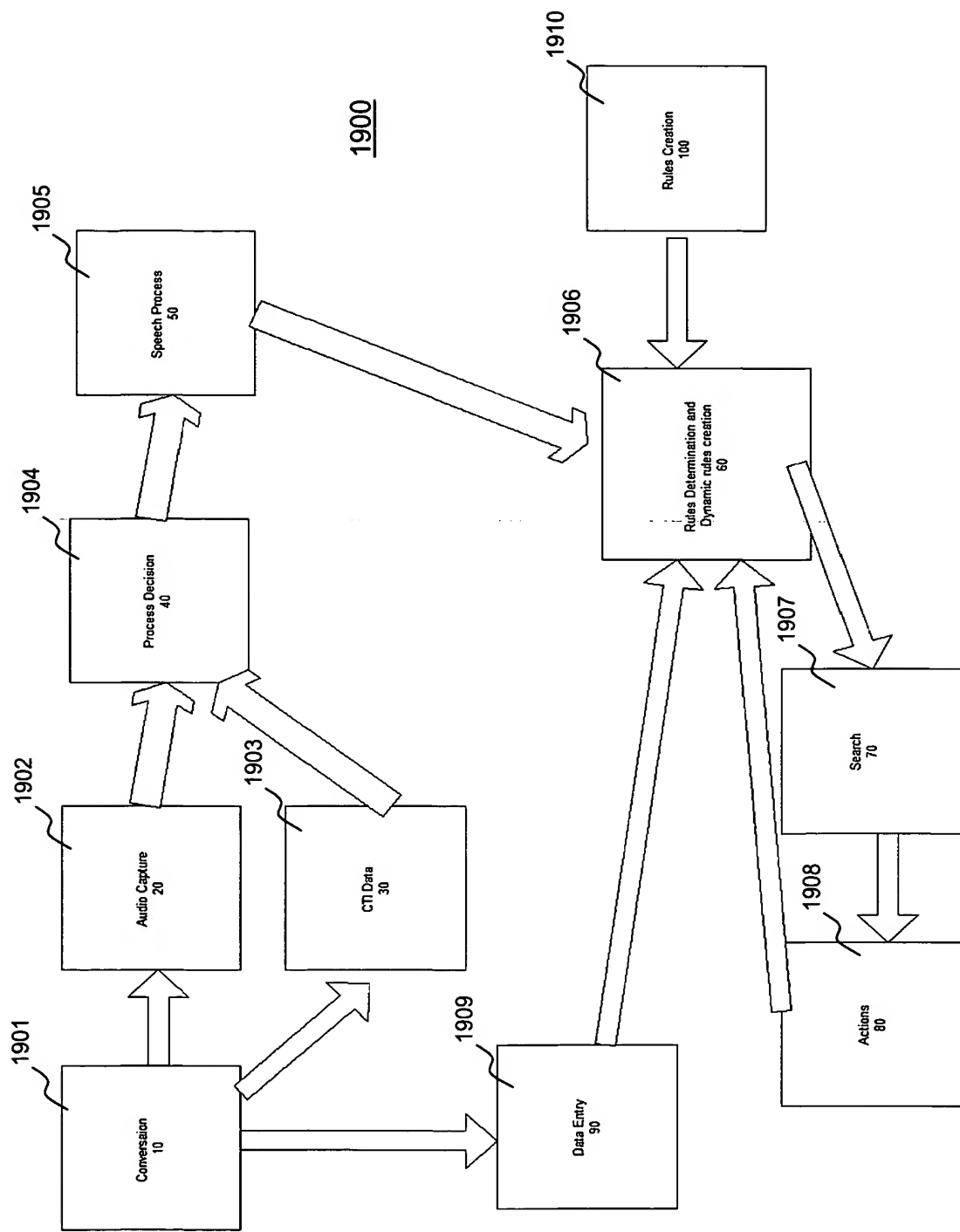


Figure 19